

THE DESCRIBER



Happy Holidays! Happy New Year

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In Brief

**We lead by example.
Employees are paramount.
Client satisfaction is vital to our success.
We value stakeholder partnerships.
Continuous improvement is the cornerstone of our quality initiative.
We manage by facts.**

Four DES Teams Receive Spirit of Excellence Awards

By: Gloria Diaz



DES did it again! We submitted one-sixth of all the *Spirit of Excellence* Awards applications and received nearly 30% of all the **2000 Governor's Spirit of Excellence Awards**. Four DES applications were awarded Excellence-level awards and two were awarded Recognition-level awards.

We congratulate the following **Excellence Award Recipients**: Arizona Kids with Traumatic Brain Injury, Performance Exceeding Set Operation Standards (P.E.S.O.S), FMCS Data Warehouse, and Wheels to Work. To receive this award, the teams had to demonstrate both a commitment to as well as an improvement of customer service, proper alignment with the department's strategic plan goals and objectives, and show measurable results.

We also congratulate the following **Recognition Award Recipients**: ESA New Hire Project Team and the Child Support Enforcement Locate Redesign Team. The examiners felt these teams demonstrated the intent of the *Spirit of Excellence* Program although they didn't meet all of the requirements of the award criteria.

We also recognize the significant efforts of the other DES teams that submitted applications: Arizona Financial Institu-

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tion Data Match/Administrative Asset Seizure, Arizona New Hire Reporting Program/State Directory of New Hires, AIM-BIG On-Line Integrated Manual, District II SYSM Enhancement Team. These teams may not have been selected for the *Spirit of Excellence Awards*, but they are worthy of recognition nonetheless. Each of these teams also contributed a great deal to DES' efforts to

Four DES Teams Receive Spirit of Excellence Awards

improve customer service.

DES will celebrate the accomplishments of all our teams on December 12 at the Arizona Historical Society from 8:30 am until noon. The Governor will recognize all award recipients at the Governor's Awards Ceremony to be held

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Director's Column

by John L. Clayton

"Employees are the most important people in the organization." –John Clayton

As we move to the close of 2000, I want to thank you for the hard work, dedication, understanding, and compassion that you have shown to the people of Arizona. Keeping the "human touch" in your everyday work makes this holiday season even more important as you truly give back to the community and people of Arizona all year long. The tireless efforts and care you provide, prove yet again, that every effort counts no matter how large or small. In keeping with this holiday spirit, I want to congratulate all of you for the support that you have provided DES this year.



"No great thing is created suddenly." –Epictetus

As we move into the New Year, I want to applaud all of you for the outstanding accomplishments, improvements and positive changes you have made in DES. As we approach this new year, let us continue to inspire new programs and ideas and to serving the people of Arizona with a human touch.

Let me close by saying a few words by Henry David Thoreau: *"If one advances confidently in the direction of his dreams...he will meet with a success unexpected in common hours."*

Have a very Happy Holiday and may peace be with you during the New Year.

Seasons Greetings

DES Local Advisory Councils

Between August 1999 and January 2000, Director John Clayton conducted twenty-three community forums across the state. At these forums, attendees were encouraged to comment on any issues they had with the Department of Economic Security. While attending these forums Director Clayton became aware of the need for local level involvement by DES within the community.

A commitment was made by Director Clayton to establish Local Advisory Councils in each District of the state.

The primary purpose of each council is to assess local DES service delivery, and provide input, feedback and recommendations to DES for improvements;

to improve communication, cooperation and collaboration between the community and local DES staff.

Each Council will be comprised of leaders from the community, faith-based organizations, private for-profit and non-profit agencies, local businesses, elected officials and appointed officials, human service providers, health care providers, education, law enforcement, and representative families from the community.

Local DES employees who has been selected based on their knowledge of and desire to serve the community will staff each council. The employees will provide the council with information on the wide range of programs offered by DES and will commit to providing pre and post meeting information, keeping accurate

minutes and action items, obtaining information as requested by the council and provide feedback to the department.

Local Advisory Councils are up and running on the Hopi reservation in northern Arizona and in Graham County in eastern Arizona. Councils are also being formed in Lake Havasu, Globe, Tucson, and Western Maricopa County.

Each council will be highlighted in future issues of the newsletter. If you would like to have more information regarding these councils contact Judith Fritsch, Intergovernmental/Community Liaison at 602-542-0284.



A commitment was made by Director Clayton to establish Local Advisory Councils in each district of the state.

Seasons Greetings

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on December 12 at the Orpheum Theatre from 1:30 to 4:00.

Here are some other specifics about the program this year:

**DES is counted once among total agencies.*

Applications Submitted		
# Apps	# Agencies	DES Apps
60	19	10
Excellence Awards Awarded		
# Awards	# Agencies	DES Awards
12	6	4
Recognition Awards Awarded		
# Awards	# Agencies	DES Awards
10	9	2



1988



PIONEER
AWARD WINNER

CONGRATULATIONS



2000 DES PRIDE EMPLOYEES OF THE THIRD QUARTER!

Sylvia Aguilar, Office of the Director

"Sylvia's administrative skills and abilities were particularly evident during this past quarter when so much is happening, especially related to re-organization and hiring key staff. Without Sylvia's stable support, we would not have met the myriad of complex and challenging goals, objectives and timelines we faced last quarter. Sylvia's technical skills are without peer. Whether it be inputting a requisition, time sheet or other documents in FMCS, editing and formatting a critical document, locating a source for an important piece of research, or dealing with a complex personnel issue with an employee, Sylvia was extremely impressive in finding technical solutions to a variety of problems. Sylvia is the consummate team player and her unselfish work ethic is one of the hallmarks of her interpersonal style. Finally, Sylvia is a positive beacon in the Office of the Director and is most deserving of the honor of employee of the quarter."

Theresa Wonnacott, Division of Aging & Community Services

"Theresa is in charge of the Direct Pay Program, which issues weekly checks to low-income individuals. She is the first one the clients will ask for when there is a problem with their checks. Theresa does whatever is in her power to ensure these checks are printed and mailed on time. Theresa is a great team player. Her commitment to excellence is well known. Theresa is a true pleasure to work with. She is dependable and reliable. She excels at providing top-notch customer service. Theresa has been aiding the Business Manager in preparing the Foster Grandparent payroll checks. The payroll consists of creating 150 plus payment vouchers monthly. With Theresa's help, the payroll continues to be processed in a timely manner. I truly believe that she is a deserving candidate to be named Employee of the Quarter."

Jay Johnson and Valerie Gilbert, Division of Business and Technology Services

"Last fall, the Financial Services Administration and the Business Services Administration began the process of building a new system to develop the agency's budget request. The department contracted with two individuals to do the programming. Valerie and Jay were assigned to facilitate the project and be an intermediary between FSA, Systems and Programming, who were supervising the contact programs, and the programmers themselves. Valerie and Jay did much more than facilitate - at different times they were a complaint department, an interpreting service and a training unit. They took the time to immerse themselves into the detail of what goes into the budget request. Their patience was endless when we began the testing phase and discovered the inevitable problems with the system. When FSA staff needed to work on weekends, Jay and Valerie were accessible. It is impossible to separate out one from the other for nomination as employee of the quarter."

Cynthia Natonabah, Volunteer of the Quarter

"Cynthia is a volunteer with the Employment Security Administration in Flagstaff, and she has been volunteering for this administration at the District Office since July, 2000. Her supervisor writes: She is a very hard worker who volunteers to help anywhere in the office whether it is office duties, recycling or unloading paper or supplies. She has done computer design work for posters and certificates, files, photocopies, faxes, mails or types minutes and reports. She is efficient, quick and a fast learner. Cynthia goes out of her way to make sure anyone who needs help gets it. She has been a tremendous asset to this office. If a permanent position for which she was qualified comes along, she will be hired. What a great recommendation for a DES Volunteer. Congratulations Cynthia."

CONGRATULATIONS



2000 DES PRIDE EMPLOYEES OF THE THIRD QUARTER!

Lawanda Anderson, Division of Child Support Enforcement

“Lawanda has been an important part of the implementation and changes for the October 2000 distribution changes. Lawanda is on the financial management development team with System and Automation Administration. Lawanda has gone on to assist with the design and testing for the October 2000 Distribution implementation. The required system changes were the Interest Solution process. She took part in the first JAD Session and performed excellently. The first phase of October 2000 changes were implemented in June, 2000. Lawanda took part in ensuring the all specifications and testing were completed in a timely manner. Lawanda has done an outstanding job. Her attitude is consistently positive even when facing extreme challenges. Lawanda’s dedication reflects her willingness to put the team first. I am proud to work with such a dedicated employee, an employee willing to go the extra mile, put forth the extra effort and to assist anyone with a smile.”

Adriana Landrum, Division of Employment and Rehabilitation Services

“Adriana is a consummate professional in all of her interaction with both internal and external customers. She possesses excellent communication skills and is highly respected by members of her team. Adriana has been very successful in this role producing competent, well-rounded certification staff who are very capable of working independently. Adriana has served for several years on the Family Child Care Policy committed to the required timeframes. She has grown in her role on the committee and served on the non-certified relative provider sub-committee which developed automated notices to streamline and improve internal processes for staff. Adriana continuously achieves a high level of customer service through her professionalism, high standards of case management and her consistent aim for excellence.”

Marde Closson, Division of Children, Youth and Families

“Professionalism, community services, leadership, teamwork, customer service and employee morale are few of Marde’s qualities. She is considered to be supportive, respectful, patient, understanding and always willing to help clients, the Police Department and staff throughout District VI. She participated in the Prevention Team, CMDP Committee and the CHILDS User Group. Marde is an inspiration to the entire unit and an excellent supervisor. She has demonstrated her faithfulness as a public servant and as someone upon whom others in the department can rely. Her example has earned her the professional recognition and respect of all the employees of the Division of Children, Youth and Families. Very few professional rewards are as important as this type of recognition from her coworkers. Marde, we wish you success as you continue to serve the children, youth and families of Arizona.”

Carmen Franco, Division of Benefits & Medical Eligibility

“Carmen is a special employee. She always goes the extra mile for her clients to ensure cases are completed timely and correctly. Carmen will interrupt whatever she is working on to help her fellow employees. She is extremely active in on-going government activities. She performs community services with her husband. Carmen is a very caring person who is committed to her job and to the people that she serves. Her leadership and dedication to her job and the mission of DES is an inspiration to all staff in her district. Carmen values her staff and is interested in what they have to say. She always takes the time to recognize all employee achievements and to solve all problems in the field. Carmen is an asset to the district and DES.”



Division Briefings

Division of Child Support Enforcement (DCSE)

Benidia Rice, Associate Director, announced that Todd Bright has been named as the Deputy Assistant for DCSE. Mr. Bright has worked with DCSE since 1997 as Chief Financial Officer. He graduated with academic honors from the University of Arizona with a double major: Bachelor of Science degree in Management Information Systems and Accounting. Congratulations Todd.

Division of Employment and Rehabilitation Services (DERS)

Region II Jobs/WIA Administration held it's first Annual Provider Recognition Day event in Tucson. The effort was initiated to improve the communication, collaboration, cooperation between DES and local community agencies and to recognize the outstanding service providers. Over 50 community agencies attended this event. The event ended with a ceremony recognizing the important role each community provider plays in assisting cash assistance participants who are required to register in the Arizona Welfare to Work Jobs Program.

The Governor's Statewide Independent Living Council (SILC), conducted an outreach workshop to provide information to assist consumers with disabilities to maintain and achieve independence. John Gutierrez, Center of Disability Law, provided information on the Americans with Disability Act. Dr. Russell Bull, an Independent Living Counselor from Region III, provided information on Independent Living services available through the Rehabilitation Services Administration. Mr. Lawrence Powers, RSA Region III Program Manager, provided the group with a history of the activities in the area and the partnerships and collaborations that have been coordinated with the White Mountain Apache Nation to maximize and expand limited program resources throughout the White Mountain area. Consumers from the community shared their ideas and experiences with the panel and agreed that the information and knowledge of community resources gained from this workshop made it a tremendous success in maintaining their independence.

Division of Children, Youth and Families (DCYF)

Comprehensive Medical and Dental Program (CMDP) is pleased to announce the appointment of Mark Rubin, M.D. as the new Medical Director. Dr. Rubin brings to this position experience as the Child and Adolescent Medical Director for ValueOptions and the Maricopa County Regional Behavioral Health Authority. Dr. Rubin is a graduate of both Harvard College and Columbia University. Welcome to DES Dr. Rubin.

Division of Policy & Program Development (DPPD)

DPPD has made great progress moving forward The No Wrong Door, Kinship Care and TANF planning initiatives. Kathy Waite and The Office of Policy, Planning and Project Control staff, Roger Deshaies and Tom Colombo in the Office of Best Practices and Beth Broeker continue to work hard to support positive change. This month we are focusing on our legislative strategy and supporting the Department's budget request.

Please send your briefing to The DEScriber Editor: Nali Giliana.

E-mail: ngiliana@mail.de.state.az.us, SYSM: OOD.GILIANA, Fax: 602-254-8457 or Phone: 602-542-2552. Thank you.

First Focus on Kids

By: Emily Bleyl

Arizona's first Child Care Summit convened in Tucson. The Summit formally introduced the United Way of Tucson and Southern Arizona's **First Focus on Kids** initiative. The summit, sponsored in part by the Department of Economic Security, was chaired by Phil Hersha, District II Program Manager from the Department's Child Care Administration.



Child Care Summit

The Summit attendees included 250 constituents from business, education, medicine, child care, government and human services, as well as parent representatives. Speakers included Tucson Mayor Bob Walkup; Sharon Collins, Deputy Director of the Governor's Southern Arizona office; Connie Shorr, Child Care Administrator for DES; and Ed Paker, President of the United Way of Tucson and Southern Arizona. Ron Russel, First Focus on Kids Initiative Chair, presided as Master of Ceremonies.

Dr. Sharon Lynn Kagan a Senior Research Scientist at the Yale Child Study Center presented the keynote on the need for the high quality

child care from system and developmental perspectives. Speaker Doug Price, a former businessman and Co-Founder of Educare Colorado Initiative presented market rate strategies for advancing high quality early care and education as a means to economic success.

The participants were presented with a call to action on behalf of young children, and the Summit concluded with a signed commitment to advance high quality care and education in Arizona.

The Child Care Summit effectively launched the United Way of Tucson and Southern Arizona's First Focus on Kids initiative. The goal of First Focus on Kids is to prepare Arizona's children for success in school and life by increasing community awareness, mobilizing communities, leveraging resources and promoting policies in support of high quality early care and education. First Focus on Kids is one example of how the United Way of Tucson and Southern Arizona is evolving into an issues oriented community builder, while still retaining its traditional role as fundraiser and fund grantor.



The goal of First Focus on Kids is to prepare Arizona's children for success in school and life.



The Summit concluded with a signed commitment to advance high quality care and education in Arizona.



Holiday Messages



To Division of Employment and Rehabilitation Services Employees:



I would like to take this opportunity to thank each of you for your dedication to the special role you play in DES. Our division is a cluster of critical services to Arizona communities: From our Child Care programs to our employment services, from our Jobs case management to our services to those with disabilities, from Workforce Investment to Unemployment Insurance. You have been part of many accomplishments this last year and I am proud to be part of your leadership. I wish you all a Safe and Happy Holiday Season!

Moe Gallegos
Acting Assistant Director

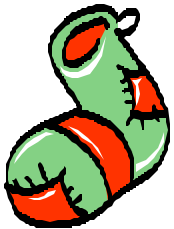
To Division of Aging and Community Services Employees:

At this time of year we reflect on our many activities and accomplishments throughout the year. It is time to thank and acknowledge our incredible employees who make it all happen. DACS employees have exhibited the spirit of giving all year round. May you all have a safe and peaceful holiday season.



Mary Lou Hanley
Assistant Director

To Division of Employee Services and Support Employees:



I want to thank all of you for the professionalism, hard work and dedication that you demonstrate every day on behalf of the department and DES clients. I wish you and your families a happy and safe holiday season.

Van Braswell
Assistant Director

To Division of Policy and Program Development Employees:

This time of year is perfect for reflection. It is important to look back at what we have achieved and look forward to what more we can do, always keeping in mind why we are here: to provide children, adults and families with assistance and opportunities to achieve their full potential.



Bruce Liggett
Assistant Director

To Division of Child Support Enforcement Employees:



I want to thank everyone for their dedication and commitment to Arizona's children. Your hard work has truly made a difference in the lives of many families. We should all take pride in our past accomplishments as we look forward to another new year. Wishing you and all of your families a safe and happy holiday season.

Benidia Rice
Assistant Director



Holiday Messages



To Arizona Department of Economic Security Employees:

To all our wonderful employees and their families, my sincerest wishes for a fun and fulfilling holiday season.

Mike Koppelman
Deputy Director



To Arizona Department of Economic Security Employees:

As we are in the midst of another holiday season, we are all busy planning meals, buying gifts and spending time with our family and friends. It is important that we not only think of what is to come, but also what we have done over the past year. There have been many wonderful accomplishments made by each division. Congratulations on all your success and let's join together and ring in a new year with Pride.

Nancy Mendoza
Deputy Director

To Division of Business and Technology Services:

A special thanks to each and every one of you for all that has been accomplished this past year. I honor your dedication to the work you perform and your commitment to excellence. Through our continuous teamwork, I look forward to the challenges and accomplishments in the year to come. Please accept my warm wishes for you, your family and loved ones both near and far. Have a joyous holiday season and a Happy New Year.

Neal Young
Associate Director



To Division of Benefits and Medical Eligibility Employees:

Thank you for your continued commitment to improving customer service. Best wishes for a Happy Holiday season and a rewarding new year.

Vince Wood
Assistant Director

To Division of Children, Youth and Families Employees:

Thanks to all of you for your dedication and commitments in serving Arizona's families! As I have visited the Districts this year, I have met creative and enthusiastic staff and providers. We have accomplished many of our goals and are on the threshold of developing major new programs and strategies to better serve families in the next year.

Anna Arnold
Assistant Director



Retirements

For the Month of December 2000

		<u>Years of Service</u>
Arthur E. Coulson	DERS	17
Roy L. Henley	DBME	19
Carole Bennett	DCYF	22
Donald G. Begalke	DERS	22
Frank Cota	DBME	20
Peter Knittel	DBME	23
Stanley Lindenfeld	DCYF	25



CAREER ACHIEVEMENTS

For the Month of December 2000

20 years: Nelly F. Alonso, DCYF; Ryan M. Bond, DCYF; Penny L. Booher, DBME; Deanna Chouinard, DBME; Adela P. Cook, DACS; Patricia Rich, DCYF; Duane Thurber, DBTS.

25 years: Robert E. Curtis, DERS; Patricia J. Dillard, DERS; Rose I. Lane, DBME; Loyd R. Rhyne, DCYF; Emma J. Robinson, DBME; Janell J. Scheier, DBTS; Hilda Schneider, DACS; Larry C. Smith, DDD; Judith A. Swanson, DERS.

30 years: Isabel Delgado, DBME; Cynthia M. Ross, DERS; Clarence A. Stilwell, DCSE.



DES - Helping The People of Arizona



Bragging Writes

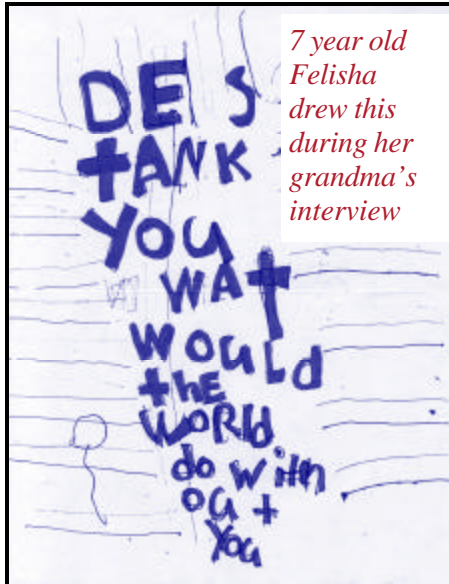
To Vicky Sanchez, Division of Children, Youth and Families, Phoenix

"I am pleased to write a letter thanking Vicky for all the help and cooperation that I have received. There have been numerous times that I have called Vicky, she has always called me back in a timely and professional manner. We all know how critical and important good communications are and to find someone who exemplifies this quality is rare and I appreciated the extra time and energy she has put into assisting me. Thank you."

To Nancy Kushner, Division of Employment and Rehabilitation Services, Phoenix

"Nancy you are wonderful. Always allowed yourself to be available to me, either after hours when I was working or when I have decided to "just drop into the office" when I was in the area. You have been very helpful and considerate of my needs in every possible way. Nancy, I am not sure where I would be without you and your organization."

T.F.



To Rena Tsingine, Division of Benefits and Medical Eligibility, Page

"Rena was courteous and helpful, took her time with me and I can not tell you how much I appreciated that. Rena does a wonderful job. When I applied for assistance, every thing was new to me, Rena was great in explaining the procedure to me and was very understanding of my situation. Rena people like you make a difference in our life. Thank you for your kindness."

P.S.

To Nilawan Trevino and Lorena Villagana, Division of Benefits and Medical Eligibility, Parker

"I just wanted to let you know how very kind and helpful you are. My 7 year old granddaughter Felisha drew this during my interview. It says "DES Thank you what would the world do without you." This drawing shows how great your mission is. Thank you."

M.C.

To Norma Torres, Division of Developmental Disabilities, Tucson

"I am writing to express my deepest appreciation for everything that Norma has done for J. as well as myself. From day one Norma started all the paperwork and followed up on reports until the package was complete. She has willingly gone on appointments with J. and me. Norma has been supportive in all aspects of J.'s care as well as a great support for me. I wish to thank Norma for all her great help."

A.M.

To Maria Prieto, Office Manager, Division of Employment and Rehabilitation Services, Yuma

"Several months ago, Peggy stopped by my office to inform me about your services. When I was in need for a new employee, I placed an ad in the newspaper and then remembered what Ms. Garcia had told me about your services. I called your office and placed an ad with you. Within a day, I called and canceled my ad with the newspaper, I didn't need it. You sent out people that were qualified and already had their application filled out. It was wonderful. Your employees were very helpful and always courteous when I called. I want to say thank you for the wonderful service you provide and your great group of people."

C.K.

If you or someone has received such a "write" that should be mentioned in The DEScriber, please send via interoffice mail to Nali Giliana, Site Code 050Z-1, E-mail: ngiliana@mail.de.state.az.us or SYSM to OOD.GILIANA.



Arizona Department of Economic Security

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Deputy Director
Nancy Mendoza,
Deputy Director



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Quality Service

Organizational Pride

Client Self-Sufficiency

MORE QUALITY CHAMPIONS

Please welcome our latest graduates of the Quality Champions Core Training. As graduates, they have learned to use quality tools and techniques such as brainstorming, nominal group technique, multi-voting, flowcharts, checksheets, and Pareto charts. They have learned the basics of preparing presentations and facilitating. They are ready to assist DES to progress on the road to quality. The Office of Total Quality also wishes to thank their supervisors and co-workers for supporting the participants before, during, and after their graduation.

This group of new Quality Champions, brings our

total to 226 across the state.

DISTRICT I/CENTRAL: William Dent (DERS/ESA); Karen Ehrhart (DBME/FAA); Tammie Gregory (DDD); Mary Hernandez-Griffith (DERS/ESA); James Johns (DPPD); Claudia McCombs (DBME/ReDESIGN); Julian McConnell (DDD); Joy Price (DCSE); Scott Underwood (DERS/CCA); Kathy Whaley (DERS/ESA).

DISTRICT II: Cynthia Henry (DERS/Jobs).

DISTRICT III: Rachel Benally (DBME/FAA); Joy Eustice (DERS/Jobs); Patricia (PJ) Passanti (DBME/FAA); Elsie Yoyokie (DBME/FAA).

DISTRICT IV: Sharon Case (DBME/FAA); Edmona

Coalman (DERS/Jobs).
DISTRICT V: Vicki McVicker (DBME).
DISTRICT VI: Frank Brewster (DERS/Jobs), (DERS/CCA); Sherry Lozano (DDD).

Do you know someone who shows leadership? Maintains a positive attitude? Strives to provide excellent customer service? Helps co-workers? Wants to learn more about quality? Then you know someone who is a great candidate to be a Quality Champion!!



Need help with your idea? A facilitator? Team members?

CALL A QUALITY CHAMPION!!

Or call the Office of Quality at:
602 229-2730 for the name of the
Quality Champion close to you.